



A HOME • A BRIDGE • A JOURNEY
Care and compassion at end of life.

Family Handbook

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Welcome to The Bridge Hospice

You may be wondering what to expect when you come to hospice. We hope this handbook answers many of your questions about our amenities and services.

It's a difficult, challenging time. All of us at The Bridge Hospice – hospice staff, PSWs, nurses, volunteers and your physician or nurse practitioner – are here to help hospice residents and their loved ones in any way we can.

The Bridge Hospice is a small, comfortable hospice home. With a maximum of three residents at any time, we provide intimate, attentive bedside care around the clock, and support to family members.

Don't be shy to ask us for assistance with anything, anytime.

PARKING

If you notice that our parking lot is full, hospice guests have permission to park across the road at the far end of the SOS Lounge parking lot.

PLEASE NOTE:

The Bridge Hospice is a ***scent-sensitive and smoke-free environment.***

Please refrain from wearing ANY perfume, cologne, aftershave and other scented products while at hospice (due to severe allergies and health conditions).

If you wish to bring in flowers for your loved one, please check with hospice staff and please avoid bringing highly scented flowers like lilies and roses.

Fire regulations stipulate **no smoking within 30 feet of our building.** We have placed a picnic table and a disposal container behind the shed near the parking lot that meet these regulations.

Meet Our Team

Like our hospice, our caregiver team is small. This makes for excellent continuity of care – familiar, friendly faces offering informed, personalized bedside care, companionship and support.

Our consulting **PHYSICIANS** and **NURSE PRACTITIONERS** are in daily communication with our nurses for treatment and medication orders. They visit frequently, as needed.

Our **NURSES** are registered/licensed providers with additional training in hospice palliative care. They assess each of the residents daily and help manage symptoms to maximize comfort. Our nurses are responsible for communicating with and responding to the physician's/nurse practitioner's medication and treatment orders.



Lindsay
RPN



Christina
RPN



Wadanna
RPN

Meet Our Team

Our **PERSONAL SUPPORT WORKERS (PSWs)** are specially trained in hospice palliative care. They support our residents with personal hygiene, toileting, bathing, meal preparation and feeding, and medication administration. They are close by at all times.

Our PSWs are the backbone of our care team and are at hospice 24h/day, 7 days/week.



Fiona



Leona



Amy



Tara

Meet Our Team

Our team of **RESIDENT CARE VOLUNTEERS** have specialized training in hospice palliative care. They assist the nurses and PSWs in providing bedside care and support, and help families and visitors as needed.



Adam



Angie



Autumn



Bonnie



Dagmar



Dennis



Gwen



Heather



Jackie



Jill



Laura



Leslie



Linda



Lizzie



Lydia



Pat



Rosemarie



Susanne



Tom



Wendy

Meet Our Team



Kerri-Anne

Our **EXECUTIVE DIRECTOR**, Kerri-Anne, is a Registered Nurse and is responsible for the oversight of both the Clinical and General Operations of the hospice. She oversees admissions and is here to answer any questions that you may have.



Alison

Our **COMMUNICATIONS & EVENTS COORDINATOR**, Alison, is often the first person you'll meet or speak to when calling hospice. She is also responsible for the oversight of our special fundraising events and our communications.



Cait

Our **DONOR RELATIONS OFFICER**, Cait, is responsible for accepting and processing donations and keeping family informed of any donations received in-honour or in-memory of our residents.

Resident Rooms

We have three uniquely decorated, private rooms designed to help everyone feel the comforts of home.

Each room has a small fridge for drinks and snacks, access to a deck and a cozy sleeper sofa seat that opens into a bed for family members who want to stay with their loved one. Please allow our staff to assist you in setting up the sofa and accessing our family bedding.

Please feel free to bring in a few personal belonging (pictures, favourite blanket) to help your loved one feel at home.

There is a CD/tape/mp3 player in each room for the resident's use. Please help yourself to our CD collection. If you wish to bring in your loved one's favourite music, please label them to ensure they're not mixed in with ours.

We also have a portable DVD player and headphones designated for your loved one's room. You are invited to view any DVDs in our collection. Once again, if you wish to bring in DVDs from home, please label them to distinguish them from ours.

Residents and their families/friends may have access to our phone and Wi-Fi internet services at no cost. The connection to the **Wi-Fi network is TBH Guest** and no password is required.

We are unable to provide access to cable TV. Internet streaming (e.g. Netflix) must be restricted to evenings and weekends, as our internet capacity is limited. We can support you in connecting with distant friends/family through Skype anytime.

Shared Spaces

Our main floor kitchen, dining room, living room and quiet room with library, plus family room and children's play area on the lower level, are all designed to help put family and friends at ease.

We encourage you to make yourself at home and to use our shared spaces. Please be mindful of the other families and residents at the hospice.

We also have a shower in the washroom on the lower level for family members who stay overnight and wish to refresh in the morning.

In addition to the fold-out loveseat in each resident's room, cots are available under the stairs in the lower level, should other family members wish to stay overnight. Please allow our staff to assist you in setting up any cots and accessing our family bedding.

CHILDREN'S PLAY AREA

We have a generous supply of toys, books, puzzles, games and DVDs for children of all ages. Our play area is designed to give children the opportunity to "just be kids" in spite of the difficult circumstances they are going through. Because the play area is located on the lower level, we do ask that children be supervised at all times.

LINENS/LAUNDRY

All linens (bedding, towels, etc.) are provided for resident and family use and are laundered on-site by our volunteers. Although we have many blankets and quilts available, families are welcome to bring a favourite blanket or quilt for their loved one's bed.

Medications

Upon admission, The Bridge Hospice assumes full responsibility for the safe storage, handling and disposal of medications in accordance with current legislation and hospice policy.

Our nurses and PSWs are fully responsible for the administration of medications. Should family wish to participate in medication administration, our staff will provide appropriate guidance and support.

PLEASE NOTE: It is very important to speak to our staff *before* offering your loved one any over-the-counter, herbal and/or cannabis products, to ensure that there are no interactions with their current medication regime.

ALCOHOL & CANNABIS CONSUMPTION

The safety and comfort of our residents and visitors is a key priority. In general, residents (*after discussing with the physician/nurse practitioner*) and family/visitors are welcome to consume alcohol and/or cannabis products while at hospice, provided they are consumed **responsibly** and in accordance with Smoke-free Environment and Prevention of Workplace Violence & Harassment.

Our hospice staff are authorized to contact police should any untoward behaviours (e.g., disturbing others, threatening, violence, and/or attempting to drive while under the influence) be observed by staff, volunteers, family or visitors.

Food

Our hospice home has a fully functional kitchen stocked with supplies of tea, coffee and condiments for family use. Please help yourself and don't hesitate to ask, if you need any assistance. Families are welcome to bring in food items to prepare their own meals in our kitchen. For those not wishing to cook, please refer to the *Local Resources* section for a listing of local restaurants.

In terms of food for residents, it's important to understand that people nearing end of life have significantly reduced appetites and develop progressive difficulties with swallowing and digesting. Much as we want to see our loved one eat and drink as much as possible, these activities can actually pose risks for choking and aspiration, not to mention significant abdominal discomfort.

As such, we do not prepare formal meals. Instead, we ask families to bring a supply of favourite foods and beverages for their loved one. Our staff is happy to prepare light meals (e.g., oatmeal, toast, eggs, soup) and heat prepared meals from whatever you supply – as appropriate for your loved one's condition. We also keep a small supply of soft foods (e.g., pudding, yogurt and applesauce) and beverages on hand for our residents.

Our staff are happy to assist you in determining which foods are safe and manageable on any given day and provide support with preparation and feeding.

The resident cupboard to the left of the fridge has a shelf designated for each of the three resident rooms. Please label and store your loved one's foods there.

Visiting

Families and friends are welcome at any hour. When a visit is planned for a large group, it is helpful for hospice staff to be informed ahead of time.

Upon arrival, please use the hand sanitizer to clean your hands and wait for our staff/volunteer to greet you ***before entering the resident wing.*** This protects the privacy and dignity of all our residents.

Please remind visitors that we are a scent-sensitive and smoke-free environment.

The Bridge Hospice reserves the right to refuse entrance and/or to remove visitors from the hospice at any time to protect the safety and comfort of our residents.

Sometimes an overabundance of visitors is overwhelming for our residents and other families. Please note we may recommend shorter visits and/or fewer visitors (especially in the resident rooms) to ensure your loved one is able to rest.

OVERNIGHT GUESTS

We have a few additional cots and bedding on the lower level that guests may use for occasional overnight stays. Please allow our staff to assist you in setting up the cots and accessing bedding.

There is a shower in the washroom on the lower level for overnight guests who wish to refresh in the morning. *A gentle reminder to please refrain from using scented bath products, soaps, perfume, cologne, hairspray and/or deodorant due to severe allergies.*

Please be mindful that these are shared accommodations and give consideration to the number of overnight guests and lengths of stay.

For your convenience, and for those who wish to stay nearby for longer periods of time, we have included listings for local accommodations in the *Local Resources* section.

Pets

We are happy to arrange visiting privileges for family pets – please speak directly to our Executive Director.

Visiting pets must be vaccinated and free from illness, disease and fleas. Please refer to our Policy Section for details.

To ensure safety and avoid disruption for other residents, we ask that pets be leashed at all times in common areas. While visiting in a resident's room, we ask that they be closely supervised, with door closed.

Family must ensure that pets are appropriately cared for (e.g., food/water/toileting) and must remain fully responsible for cleaning up after their pets (both indoors and outdoors).

Additional Support

Our goal is to make your loved one's stay as comfortable, respectful and individualized as possible based on their wishes. If there are additional supports not listed below, please let us know and we will do our very best to accommodate your request.

The following supports are currently available through The Bridge Hospice at no cost, thanks to our wonderfully supportive community volunteers!

Massage Therapy: Micaela, a Registered Massage Therapist, offers 30–45-minute massage therapy sessions to our residents and their families, free of charge. Appointments are typically available twice a month.

Therapy Dog: Walter, our St. John's Ambulance Therapy Dog, visits weekly, with his handler Leslie. He offers friendship and canine comfort to anyone who wishes it.

Hair Dressing: Dennis, one of our resident care volunteers, is also a professional hair stylist, and offers free hair cuts to our residents.

Spiritual Care & Support: We have contacts throughout our local religious, spiritual and Indigenous communities who can provide support to our residents and their families while at the hospice. We are happy to make introductions and to honour any special traditions. If you already have an advisor/support person, they are, of course, more than welcome to visit.

Grief & Bereavement Support: Our community partners provide one-on-one supportive counselling and grief groups. You can also expect to hear from us after you leave, to ensure that you are well-supported after your loved one passes.

Other: We are pleased to know many other volunteers who are happy to share their time and talents with us at no additional cost, including nail care, aestheticians and musicians.

Caregiver Resources

One of the hardest things to remember as a caregiver is to look after yourself. Your loved one's physical and emotional needs often increase, just as you begin to feel like you are running on empty.

Being here should help to alleviate some of your stressors; our staff and volunteers will take care of your loved one's medications and personal care needs so you can resume your role of spouse/sibling/child/friend/etc.

Here are a few simple ways to ensure that you are also taking care of yourself!

SELF-CARE TIPS FOR

Caregivers

The
BRIDGE HOSPICE

1

Caregiving can be both physically and mentally exhausting – causing your body to become stressed. It is important to refresh your body with **QUALITY SLEEP** on a regular basis.

2

Exerting so much energy into caregiving can cause you to become fatigued. It is important to keep your mind clear and your body healthy by eating **REGULAR MEALS** with proper nutrients.

3

Caregiving is very all-encompassing of both your time and energy. It is important that you stay **SOCIALLY CONNECTED** to prevent feelings of burnout, seclusion, and loneliness.

4

It is impossible to care for others if you do not first give yourself permission to practice **SELF CARE AND COMPASSION**. Taking time for yourself is healthy and will allow your energy to be replenished so that you can continue to care for your loved one.

5

Know that it is more than okay to **ACCEPT HELP**. Caregiving is extremely time consuming and overwhelming. – nobody should feel as though they have to walk the journey alone.

Explaining the Journey

SIGNS THAT DEATH IS NEAR

Most of our guests have not had the experience of being with someone as they approach end-of-life. While everyone's journey is different, we want to try to help you to understand and recognize some general signs and symptoms, while offering you ways in which to respond.

Please know that most of these changes are natural and expected and are happening in response to the body shutting down. It is also important to understand that even though these may be distressing to you, your loved one is not in distress.

If you have any questions about signs or symptoms you are witnessing, please speak directly to one of our PSWs or nurses.

Loss of Appetite

Most people nearing end-of-life will no longer want or need to eat or drink. This is not only related to a loss of appetite, but due to their inability to swallow and safely digest foods or drink fluids. Our staff can help you to find safe options and assist you with mouthcare to ensure that your loved one is both comfortable and safe.

Please note that this natural progression **does not** result in death from starvation or dehydration – remember the body no longer needs food and fluid for energy. Forcing food and fluids at this time can be harmful and increase the risk of choking, nausea and vomiting.

Physical Changes

Most people nearing end-of-life will experience loss of bowel/bladder control, inability to get out of bed, dark urine, changes in skin colour (red/blue/purple blotches), increased need to sleep, changes in breathing (pattern and sounds), and decreased responsiveness.

Continue to lovingly and quietly engage with your loved one, but please understand that he/she also needs period of undisturbed rest.

Remember that even though he/she may not respond, your loved one knows you are there and **can hear you and others in their room**. Please help your guests to understand the importance of keeping your loved one's room calm, quiet and focused on his/her needs.

Explaining the Journey

Behavioural Changes

People may seem withdrawn, agitated or restless and may even show some mood or personality changes. Some people will see/hear or talk to people from the past or grab/gesture at invisible things. Some people may call out or shout and may be disoriented to place/time and even people. Please do not reprimand or try to correct/redirect your loved one – this can lead to frustration and fear. As a general rule, so long as the hallucinations are not frightening to your loved one, just concur and move the conversation along.

You can also try playing soft music, holding your loved one's hand or talking quietly to them. Try not to hover over your loved one – both of you will need to take a break!

WHAT HAPPENS NEXT?

We make every effort to notify designated family if/when your loved one's symptoms change significantly, indicating death is near. *(Please tell us if you do NOT wish to be called in the middle of the night.)*

Please also note that while our staff does their very best to “read” the symptoms, there can also be false alarms. Conversely, sometimes death comes very quickly without warning signs.

Should your loved one pass away before you can make it to bedside, please be assured that he or she was not alone. Our staff will remain at bedside, offering comfort and reassurance to the last breath.

Explaining the Journey

WHAT HAPPENS AT THE TIME OF DEATH?

While this can be unthinkable as you read this, we want you to have a sense of what will happen when your loved one dies. You do not need to know the details of a funeral or celebration of life, but you do **need to know the funeral home** with whom you will entrust your loved one's body.

Although the numbered steps below may seem a bit “procedural” – *please* know that everything is done with the utmost of respect, dignity and feeling for the person who has passed and those closest to him or her.

1. You, as family, are notified (if not already at the hospice). It is not necessary for you to come to the hospice, unless you wish to be here.
2. A candle will be lit in our living room as a sign of respect for your loved one.
3. A nurse will come (if not already onsite) to formally pronounce death.
4. The physician/nurse practitioner will be notified and may come to sign the medical certificate of death. *(Please note that this is not the same as a death certificate, which can only be supplied by the funeral home.)*
5. When your family is ready, we will contact the designated funeral home, and get an approximate arrival time.
6. Personal belongings will be gathered from the room. If family is not present, the belongings will be safely packed away for pickup at a later time. *Please make sure staff are informed of any keepsakes (necklaces/rings/etc. that you want removed before the funeral home arrives)*
7. When the funeral home arrives, we will prepare your loved one for transport. Our beautiful Bridge Hospice quilt will be laid over him/her, and our staff and volunteers will escort them across the bridge.
8. The funeral home will contact the designated family member (usually on the following day) to discuss final arrangements.

Even though your loved one will have left the hospice, we want you to know that our door is always open to you. Please let us know how else we can support you. We also want you to know that we will be in touch with you in the coming weeks (by phone) to see how you are.

Funeral Homes & Crematoriums

We understand how making final arrangements is both very personal and challenging.

If you have yet to select a funeral home or crematorium, we suggest contacting several and asking specific questions to ensure the one you choose can best meet your needs. *Remember that it is important to select a service provider **before** your loved one passes.*

To help you get started, below is a partial list of funeral homes and crematoriums in the region. If you need assistance, please ask The Bridge Hospice staff. Please note we are not able to make recommendations, and inclusion in the list does not indicate a hospice preference.

Ashburnam
Peterborough
705-740-0444

Brett Funeral Chapel
Hastings
705-696-2222
Havelock
705-778-2231

Community Alternatives
Peterborough
705-742-1875

Fallis & Shields
Millbrook
705-932-5300

Hendren's
Norwood
705-639-5322

MacCoubrey's
Cobourg
905-372-5132
Colborne
905-355-2829

Rushnell's
Brighton
613-475-2121
Trenton
613-392-2111
Belleville
613-698-5080

Weaver's
Campbellford
705-653-1179
Warkworth
705-924-2312
Trenton East Trenton West
613-394-2433 613-392-3579

Ecoburials
Cobourg Union Cemetery
905-372-8687

Milestone Cremation
Napanea
613-354-0694

Quinte Cremation
Belleville
613-962-7900

Trent Cremation
Peterborough
705-748-9464

Local Resources

Here you will find a partial list of local amenities - please note that we do our best to ensure that listings are up to date and accurate. If you don't find what you are looking for, please ask!

WARKWORTH

GROCERY

Scott's Variety
22 Main Street

PHARMACY

26 Main Street
705-924-2711

RESTAURANTS

Glover's Farm Market
14260 County Rd. 29
705-924-3640

Jeannine's Backtalk Café
9 Main Street
705-924-2166

Our Lucky Stars Café
16 Main Street
705-924-1212

SOS Lounge
161 Old Hastings Rd.
705-924-3336

ACCOMMODATIONS

Mustard Hill House
14055 County Road 29
416-895-6003

The Roost
44 Main St
705-924-1516

Local Resources

HASTINGS

GROCERY

Valumart
56 Bridge St. N.

PHARMACY

Johnston's Remedy's Rx
6 Front St. E
705-696-3606

GAS STATIONS

Esso
91 Bridge St.

Ultramar
94 Bridge St.

RESTAURANTS

Banjo's Grill
3 Bridge St S
705-696-9898

Bridgewater Café/ Pizza
16 Bridge St N
705-696-2950

Captain's Table
8 Front St E
705-696-3993

McGillicafey's
13 Bridge St S
705-696-3600

Subway
8 Water St
705-696-3636

ACCOMMODATIONS

Hastings House B&B
109 Front St. W
705-696-2045

Trent River Cottages
1329 Cty Rd 45
705-696-2861

Local Resources

CAMPBELLFORD

GROCERIES

Giant Tiger
547 Grand Road

No Frills
15 Canrobert Street

Sharpe's
85 Front St. N

PHARMACIES

Guardian
16 Grand Rd.
705-653-1885

McLaren's IDA
79 Bridge St. E.
705-653-1960

Trent Hills Pharmacy
119 Isabella St.
705-653-0404

GAS STATIONS

Ultramar
68 Front St. N.

UPI
168 Grand Rd.

RESTAURANTS

Antonia's Bistro
28 Doxsee Ave
705-632-0505

Apollo's Pizzeria
92 Bridge St
705-653-1414

Be My Guest
16 Doxsee Ave N
705-653-4555

Caper's Tap House
28 Bridge St
705-653-5262

Captain George's
100 Doxsee Ave N
705-653-0006

Chicken Kingdom & Seafood
11 Doxsee Ave
705-653-4900

Dino's Pizza
40 Front St N
705-653-4175

52 North Pub & Grill
52 Front St N
705-653-3939

I Am Coffee Café
49 Front St N
705-947-2262

Master Sub
47 Bridge St E
705-653-5975

Ming Star
23 Front St N
705-653-5500

Riverview
6 Front St N
705-653-4444

Sideway's Bar/Grill
18-22 Bridge St W
705-947-2333

Subway
25 Doxsee Ave
705-653-0385

Tim Horton's
148 Grand Road
705-653-2028

Local Resources

CAMPBELLFORD

ACCOMMODATIONS

Emilyville Inn
60 Grand Road
705-632-1405

River Inn
316 County Road 38
705-653-1771

King & Knight B&B
188 Queen St
705-653-1441

Water's Edge Inn
149 Queen St
705-653-4470